



eWiSACWIS

Ticklers, Ticklers, Ticklers



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eWiSACWIS Project



Tickler Q & A

- Please write your tickler questions down as they come to you.
- Raise your paper and we'll pick it up.
- We'll review and respond to your questions at the end of the presentation.



Outline of Topics

- General Overview
- Tickler Creation & Appearance
- Tickler Escalation
- Tickler Deletion
- Tickler Example
- Tickler Reassignment
- AFCARS Ticklers
- Tickler F.A.Q.s
- Tickler Q & A
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General Overview

What are Ticklers and why do I get them?

- Ticklers are reminders, associated with either a Case or a Provider, of important work that needs to be completed by a certain date.
- A tickler specifies the task to be completed and the date when it is due.
- Ticklers are listed under the Ticklers expando of the eWiSACWIS desktop, and remain visible until the work is completed.
- Although the timing may vary from county to county, each tickler has set due-date and escalation-date settings.

Tickler Creation & Appearance

How are ticklers created? When do they Appear?

- Ticklers are CREATED as work is completed in eWiSACWIS.
- Ticklers APPEAR based upon the DUE DATE and REMINDER DATE associated with a particular tickler. These can vary by county.
- APPEARANCE of a tickler can be immediate or can be timed to appear a specified number of days before a DUE DATE.

Tickler Escalation

When and how are Ticklers escalated?

- Each type of tickler has a set date upon which the tickler is escalated to the worker's supervisor if the work has not been completed. When the tickler reaches the set escalation date, it appears on the desktop of the worker's supervisor.
- Tickler statuses are updated daily by a nightly batch process that compares each tickler to its escalation and due-dates, and creates the necessary notifications to the appropriate level of supervisor.

Tickler Deletion

How are Ticklers deleted?

- The original due and escalation ticklers are removed from the Tickler expando after the outstanding piece of work has been completed and approved.
- Supervisors can also manually delete ticklers (only after the due date of the tickler has passed and before it has been escalated) from the Workers expando on the desktop by:
 - 1) Clicking on Actions hyperlink next to worker whose ticklers are to be deleted,
 - 2) Selecting 'Tickler deletion' on the Actions pop- up page and clicking the Continue button,
 - 3) On the Tickler Deletion page, checking the tickler(s) to be deleted and clicking the Save button.
- AFCARS ticklers CANNOT be deleted via this process.

• • • Tickler Example

Permanency Plan Due Tickler

CREATED: When an Out of Home Placement is created, a date is entered in the 'Date removed from his or her home' field (i.e. the placement is the start of a new episode) and the placement is approved.

Tickler Example (continued)

Permanency Plan Due Tickler

Can be **DELETED** in three ways:

- A Permanency Plan is created and approved.
- The Out of Home Placement is ended and a value is entered in the 'Discharge Reason' field on the Service Ending pop-up for the placement.
- The OHP with the removal flag = Y (start of an episode) is ended with the ending reason: 'Placement made in error'"

Tickler Example (continued)

Permanency Plan Due Tickler Timing

- Date Due (General):
60 days from the child's initial placement date.
- Reminder Date (APPEARANCE) (General):
To worker - 14 days before the Date Due
- First Escalation (General):
To supervisor - 7 days before the Date Due
- Second Escalation (General):
To supervisor's supervisor - Same as Date Due

Tickler Re-Assignment

How are Ticklers Re-Assigned?

- Ticklers get Re-Assigned as part of the case/provider assignment process.
- When a subsequent assignment (after the 1st assignment) to a case or provider is made, the Tickler Re-Assignment page is displayed to the supervisor if there are ticklers associated with the case/provider.
- On the Tickler Re-Assignment page, the supervisor can choose which ticklers should be redirected to the ‘new’ assigned worker. If the supervisor does not select any ticklers to be redirected they will remain with the original worker.

Tickler Re-Assignment (continued)

- If there are ticklers associated with the work assignment being closed, then the Select Worker For Tickler Reassignment page appears. The supervisor can choose a new worker to assign all the ticklers to.
- When all assignments for a worker are being reassigned, via the “Reassign All” button on the Worker Assignment page, all of the original assignments will be closed for the original worker. Any ticklers assigned to the original worker will automatically be transferred to the new worker via the overnight batch process.
- All ticklers retain their original due dates and escalation levels when reassigned.

AFCARS Ticklers

When are AFCARS Ticklers generated?

- Tickler Notices will be generated for: open cases with a placed child where AFCARS data is missing, incorrect or otherwise inconsistent with AFCARS reporting expectations.
- AFCARS Tickler Notices are produced each night. Ticklers will not be deleted until all AFCARS errors that produce a Tickler are resolved. Therefore, in order to eliminate a Tickler, all errors that are identified and can be corrected by the worker must be corrected.

AFCARS Ticklers (continued)

- Instructions to correct the AFCARS errors are displayed under 'Exception Messages' on the AFCARS Foster Exception page.
- The AFCARS Exception Page can be used to correct as many of these errors as possible. (Note: any worker with an open assignment to the case may view and update the child's AFCARS errors on the AFCARS Exception Page.)
- Several AFCARS errors exist that the worker cannot correct or for which the worker needs correct information entered by another designated staff person. In these instances, although the elements are noted as errors in the AFCARS Exception Page, Tickler Notices are not issued.

AFCARS Ticklers (continued)

- If the AFCARS errors that generate Ticklers are not fully corrected by the worker within fourteen (14) days from its issuance to the worker, the Tickler Notice will be forwarded to the worker's supervisor. If, after seven (7) additional days, the AFCARS errors that generate Ticklers are not fully corrected, the Tickler will be escalated to the person designated as the supervisor's supervisor.
- Verify that all AFCARS Ticklers have been deleted before attempting major casework, such as case closure. A case cannot be closed if there is an existing AFCARS tickler for the case.
- AFCARS ticklers CANNOT be manually deleted.

Tickler Fixes in Release 1.5

Incident Fix #1240 - Cannot correct an AFCARS error

- The following changes have been made on the AFCARS Information II tab of the AFCARS Foster Care Exceptions page:
 - Elements 44-46 are now editable whenever any one of them is in error.
 - The worker is now able to select a new First and/or Second caretaker.
 - The Removal Case ID and the Names of the First and Second Foster Caretakers are now being displayed.

• • • **Tickler Fixes in Release 1.5**

Incident Fix #2595 - **Perm Plan Hearing and Review ticklers**

- The Permanency Plan Hearing and Review ticklers will now be generated when the child's most recent Out-of-Home placement does not have a discharge and the item being created is the most recent Review or Hearing (i.e., Admin Review Meeting; Legal Perm Plan Review, or Legal Perm Plan Hearing).

Tickler Fixes in Release 1.5

Perm Plan Hearing and Review Ticklers (Timing)

- If the most recent Perm Plan Hearing (annual) is being created, then the Hearing and Review ticklers will be created as follows:
 1. Create Hearing tickler (verified hearing date + 365 days)
 2. Create Perm Plan Review tickler (verified hearing date + 180 days)
- If the most recent Perm Plan Review (Legal) or Admin Review Mtg (Planning) is being created, then the Hearing and Review ticklers will be created as follows:
 1. Create Hearing tickler (verified hearing date OR completed date scheduled + 180 days)
 2. Create Perm Plan Review tickler (verified hearing date OR completed date scheduled + 365 days)

• • • **Tickler Fixes in Release 1.5**

Perm Plan Hearing and Review Ticklers

Detailed criteria for creating ticklers is as follows:

- A Legal Status with a legal action of 'Permanency Plan Hearing (annual)' is entered, a Hearing date is entered, the verified checkbox is checked,
- OR, an Administrative Review Meeting is entered with the Meeting Completed checkbox checked.
- OR a Legal Status with a legal action of 'Permanency Plan Review (6 months)', a Hearing Date is entered, and the verified checkbox is checked.

Tickler F.A.Q.

What happens to ticklers when a case or provider is transferred to a county other than the county in which a tickler was created?

- As part of the Assignment process, the ticklers are transferred through the Tickler Reassignment page, to the 'new' worker.
- The Due and Escalation dates of the county in which the tickler originated will still apply (even if the 'new' county does not employ the tickler type). If the tickler is not used, it can be deleted. If the timeline is different, it will be reset with the appropriate county timeline as new work is completed.
- Transferred ticklers are automatically deleted by eWiSACWIS when the outstanding work is completed and approved.

Tickler F.A.Q.

Why do I continue to get ticklers for cases that I no longer have an assignment to?

- When creating a new assignment, the supervisor can choose which ticklers should be redirected to the 'new' assigned worker (on the Tickler Re-Assignment page).
- If the supervisor selects only some or none of ticklers to be redirected, then the ticklers remain with the original worker.

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Tickler Q & A



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Tickler Resources

- **AFCARS Tickler FAQ on the Knowledge Web**
- **Online Tickler Guide**
- **Tickler Spreadsheet**
- **Handouts**
- **Program Team**
- **Helpdesk**



The End

